



## JOB DESCRIPTION

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**JOB TITLE:** Office Assistant I

**DEPARTMENT:** Various Departments

**REPORTS TO:** Assigned Supervisor

**DATE:** July, 2009

**EMPLOYEE UNIT:** AFSCME

**Supersedes:** December, 1997

**FLSA EXEMPT:** No

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**JOB SUMMARY:** Under direct supervision of assigned supervisor, provides a variety of routine to difficult clerical support to various City offices, which may include receptionist duties, typing, word processing, record keeping, and filing; performs related work as required.

**CLASS CHARACTERISTICS:** Office Assistant I is the entry level class of this clerical series. Initially under close supervision, incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines.

The City of Morgan Hill is an AFSCME agency shop. Members of this class must either join AFSCME or pay an agency fee in lieu of membership.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following duties are performed personally, in cooperation with the assigned supervisor, and/or in coordination with other City staff and community groups. Additional duties may be assigned.

1. Act as receptionist and receive and screen visitors and telephone calls providing factual information regarding City activities and functions.
2. Communicate tactfully and effectively with the public.
3. Open and distribute incoming mail, processes out-going mail, and receives over-night mail and packages including delivery to mail slots, individual office staff, and City Council members.
4. Prepare and update a variety of reports using a typewriter, word processor, and/or personal computer, following established formats.
5. Maintain records and process forms, purchase requisitions and orders, including reports specific to the organizational unit.
6. Process work using correct English grammar, punctuation and spelling.

7. Order and distribute office supplies.
8. Perform routine office support functions.
9. Proofread and check typed materials for accuracy, completeness, and compliance with departmental policies.
10. Type correspondence, reports, forms and specialized documents related to the functions of the organizational unit from drafts, notes, dictated tapes, or brief instructions.
11. May handle and make change from a change drawer/petty cash box as directed.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

**Education & Experience:**

1. Graduation from high school or equivalent.
2. Prior clerical work experience is desired, but not required.

**Licenses & Certificates:**

1. Must possess a typing certificate (minimum net 40 words per minute) dated within six months of date of hire.

**Knowledge of:**

1. Standard office administration procedures and practices, including business letter writing and the operation of common office equipment, including the use of a personal computer.
2. Correct English usage, including spelling, grammar, and punctuation.

**Skill In:**

1. Developing and maintaining effective working relationships with those contacted in the course of the work.
2. Understanding and carrying out oral and written directions.
3. Maintaining accurate records and files.
4. Making accurate arithmetic calculations.
5. Performing detailed clerical work accurately.
6. Providing outstanding customer satisfaction (internally and externally).
7. Use of common office software including Microsoft Office.

**Ability to:**

1. Rapidly learn the specific procedures related to the work, including the use of a computer for word processing and records retention, under limited supervision.
2. Communicate tactfully and effectively with the public.
3. Work well in a position of high-volume public interaction.
4. Prepare and update a variety of detailed reports and documents.

5. Use initiative and sound judgment within established guidelines.
6. Establish and maintain working relationships with those contacted in the course of the work.

**PHYSICAL DEMANDS:** Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

**WORK ENVIRONMENT:** Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employees generally work indoors in a temperature controlled office.
2. Noise level in the work environment is usually moderate.